



Congresswoman
VERONICA ESCOBAR
Texas' 16th Congressional District

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Legal Name and Gender Marker Change Virtual Workshop
Documents Necessary for Name Change and Gender Marker Correction

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State Driver License (DL) or Identification (ID) Card - OPTIONAL

Texas Department of Public Safety – OPEN by appointment only

Address: ALL El Paso offices have resumed in-office DL and ID card services by appointment

Phone: Customer service (512) 424-2000

Hours: Monday-Friday, 8:00am-4:00pm (Mountain Time)

Website: <https://www.dps.texas.gov/driverlicense/appointments.htm>

Fees: age under 18 - \$16; age 18 to 84 - \$33; age 85 and older - \$9

Requirements: Proof of U.S. citizenship or evidence of lawful presence, proof of Texas residency, proof of identity, and proof of Social Security Number

Guidelines:

- Screening for symptoms prior to entering the building
- Wear a face mask
- Social distance

Note: Credit cards are the preferred payment. Money orders, cashier's and personal checks will be accepted (for the correct amount). Cash will not be accepted. The Department encourages all eligible customers to conduct their driver license services online. Please complete the identification card before arriving at your local office.

Birth Certificate - REQUIRED

Texas Department of State Health Services - Vital Statistics Office – OPEN by appointment only and accepting requests by mail

Address: 1100 W 49th St, Austin, TX 78756

Phone: (888) 963-71111

Hours: Monday – Friday, 8:00am-4:00pm (Central Time)

Website: <https://dshs.texas.gov/>; Frequently Asked Questions
<https://dshs.texas.gov/vs/faq/>

Note: Processing time between 20-25 business days. To order online, please visit <https://www.texas.gov/> for new orders of birth, death, marriage, or divorce records. To order by mail, please visit Requirements Changing Vital Records page: <https://www.dshs.texas.gov/vs/changes/requirements.aspx>

Fingerprint Clearance Card - REQUIRED

Pack & Ship Express - OPEN to walk-ins

Address: 6112 N Mesa St, El Paso, TX 79912

Phone: (915) 581-1600

Hours: Monday – Friday, 9:00am-6:00 pm (Mountain Time)
Saturday, 9:00am-4:00pm

Website: <https://www.packandshipep.com/>

Fees: one card - \$15

Requirements: Must bring two forms of ID (one must have photo)

Guidelines:

- Wear a mask
- Social distance
- Temperature will be taken
- Hand sanitizer is used
- No more than 5 people at a time

Montwood Services LLC – OPEN to walk-ins

Address: 2267 Trawood Dr., Suite C3, El Paso, TX 79935

Phone: (915) 855-8874

Hours: Monday – Friday, 10:00am-12:00pm & 1:30-4:00pm (Mountain Time)

Website: <https://www.certifixlivescan.com/fingerprinting-service-locations/montwood-services-llc/>

Fees: one card - \$20; two cards - \$30

Requirements: Must bring one form of valid ID and only cash payments are accepted

Guidelines:

- Wear mask
- Social distance
- Hand sanitizer is used
- No more than 3 people are allowed in office
- Takes less than 10 minutes

Note: Montwood Services LLC does not issue electronic cards, only ink hardcopy

The Postal Solution & Notary Express – OPEN to walk-ins

Address: 4717 Hondo Pass Dr. #1D, El Paso, TX 79904

Phone: (915) 755-5522

Website: <https://www.thepostalsolution.com>

Email: rose@thepostalsolution.com

Hours: Monday – Friday, 9:00am-6:00pm (Mountain Time)

Saturday, 10:00am-2:00pm

Fees: one card - \$15

Requirements: Must bring two forms of ID (one must have photo)

Guidelines:

- Wear mask
- Social distance
- Hand sanitizer is used
- All City protocols

IdentoGO – OPEN by appointment only (this location ONLY), must preregister on website

Address: 7500 Viscount Blvd C-79, El Paso, TX 79925

Phone: (844) 321-2124 (press 2 then 21#)

Hours: Monday – Friday, 8:15am-4:30pm (Mountain Time)

Website: <https://www.identogo.com/services/fingerprint-card>

Fees: one card - \$21.65

Guidelines:

- Please have identification documents and payment in your hand when you approach the agent or greeter
- Do not place personal items (purses, hats, cell phones, etc.) on the counter or desk
- Practice social distancing - please maintain a 6' distance between other customers
- Wait times may be longer than normal due to sanitizing protocol of equipment and surfaces between appointments

El Paso County Sheriff's Office Headquarters - OPEN to walk-ins

Address: 3850 Justice Dr., El Paso, TX. 79938

Phone: (915) 538-2292

Hours: Tuesdays, 8:30-11:00am & 1:30-4:00pm (Mountain Time)

Thursdays, 8:30-11:00am & 1:30-4:00pm

Website: <https://www.epcounty.com/sheriff/evidence.htm>

Fees: \$10.00, credit and debit cards accepted (additional credit card fee \$5.00)

Requirements: Need a valid ID and bring exact change if paying with cash

Guidelines:

- Wear a mask
- Social distance
- Hand sanitizer is used
- Temperature will be taken

Note: The Sheriff's Office does not fingerprint for Naturalization and US Citizenship purposes, but they do fingerprint for the purpose of name change and gender marker correction.

Background Check - REQUIRED ONLY for those with a criminal record

Federal Bureau of Investigation (FBI) – Identity History Summary Checks

Website: <https://www.fbi.gov/services/cjis/identity-history-summary-checks>

El Paso County Sheriff's Office Headquarters - OPEN to walk-ins

Address: 3850 Justice Dr., El Paso, TX. 79938

Phone: (915) 538-2292

Hours: Monday – Friday, 8:00am-4:00pm (Mountain Time)

Website: <http://www.epcounty.com/sheriff/contactus.htm>

Fees: \$6

Guidelines:

- Wear mask
- Social distance
- Hand sanitizer is used
- Temperature will be taken
- If have any symptoms, do not walk-in

Police Headquarters – CLOSED to walk-ins, accepting requests by mail only

Address: 911 N. Raynor, El Paso, TX 79903

Phone: (915) 212-4159 & (915) 212-4160

Hours: Monday, Tuesday, Thursday, Friday, 8:00am-5:30pm (Mountain Time)
Wednesday, 8:00am-2:00pm

Fees: \$6

Requirements: Mail in your request in a letter with the following:

- Full legal name
- Any nicknames
- Address (City, State, and Zip code)
- Birth date
- Mother's maiden name
- Father's last name
- Social Security number
- Telephone number
- Return mailing address

- Copy of a valid ID (e.g., Passport, copy from original birth certificate, or driver's license)
- Fee \$6 (Pay either by check or money order, payable to City of El Paso)

Letter from Provider - REQUIRED

This letter may be provided from different types of providers. We list them in order of preference.

1. Doctor providing gender-affirming medical care
2. Past provider of gender-affirming medical care
3. A general practitioner
4. Mental health provider

Planned Parenthood of Greater Texas (PPGT)

Address: 1511 E Missouri Ave, Suite 150, El Paso, TX 79902

Phone: (915) 626-5192

Website: <https://www.plannedparenthood.org/>

Appointments: <https://docasap.com/>

Note: PPGT provide gender affirming care and can provide letters to their clients/patients.

Borderland Rainbow Center (BRC)

Address: 2714 Wyoming Ave, El Paso, TX, 79903

Phone: (915) 263-4623

Email: contact@borderlandrainbow.org

Website: <https://www.borderlandrainbow.org/>

Note: BRC provides mental health services on a sliding scale. They typically see someone for a few sessions (4 to 6), depending on their history, before providing a letter.

Other providers can be found at The Purple Pages of El Paso:

<http://www.thepurplepages.org/>

Contributors

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